

CAROLINA'S HOME MEDICAL EQUIPMENT, INC **Job Description**

Customer Service Representative IV

Description of Responsibilities

The Customer Service Representative is responsible for directing, coordinating, and managing all clients referred to the company for equipment care. The Customer Service Representative is responsible for ensuring all client orders are distributed to the appropriate individual for action.

Reporting Relationship

Customer Service Manager

Scope of Supervision

None

Responsibilities

1. Answering phones
2. Process Webscan documents
3. Process Medsage PAP supply order requests
4. Obtain MD follow-up notes for PAP patients.
5. Process NC Medicaid Prior Approvals.
6. Prior Approval extensions.
7. CMN's/Confirmation of orders.
8. CMN/Confirmation of orders renewals
9. Sunshine calls
10. Incoming faxes
11. Enter patients into Brightree
12. Insurance verification
13. Create sales orders/pick-up tickets
14. Process sales orders for review by Acu-Serve
15. Complete CMN's/Confirmation of orders on sales orders ready for review by Acu-Serve
16. Confirm pick-up tickets
17. Post payments and un-posted deposits

18. Arrange payment of co-pays and deductibles prior to rendering services
19. Be able to properly demonstrate and explain coverage criteria on the CSR II and CSR III checklist
20. Be knowledgeable in support surfaces – “second set of eyes”
21. Process pre pay audits
22. Process credit balances from STAR
23. Confirming threshold of 140 + per month
24. Learn Medicare LCD's
25. Gathers client information necessary to provide equipment services
26. Add physicians, insurance and sales representatives to BT
27. Forwards client complaints to Customer Service Manager
28. Coordinates homecare services between the company and personnel
29. Assist ACU-Serve with preparation and securing certificates of medical necessity
30. Establish and maintain client records.
31. Be knowledgeable on power mobility requirements and demonstrate ability to process approval requests
32. Be knowledgeable in PAP – “second set of eyes”
33. Create detailed summary of account when requested
34. Adjust inventory via transaction adjustments for confirming orders
35. Discuss outstanding balances with patients
36. Utilize STAR system to discuss patient accounts if needed
37. Process requests for patient refunds
38. Participates in surveys made by authorized governmental agencies
39. Participate in continuing education programs.
40. Participate in PI Plan as appropriate.
41. Other duties as assigned.

Minimum Qualifications

1. High school graduate or equivalent
2. Demonstrate strong communication skills, to include coordinating, directing and monitoring of programs and processes

3. Ability to recognize and direct information to the appropriate health care provider.
4. Have good computer skills.
5. 3 years' experience in HME Customer Service preferred

Physical Demands for the job

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

1. The employee is regularly required to stand, walk, and sit, as well as talk and hear.
2. The employee is required to use hands to operate vehicle and office equipment.
3. The employee must occasionally lift and/or move up to 20 pounds.

Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and the ability to adjust focus.

Customer Service Representative – continued

I understand and agree to comply with this job description.

Employee Signature:

Date:

Supervisor Signature:

Date:

Revised: 4/24/12, 4/30/12, 8/7/13